

ABSTRACT OF THE INVENTION

The present invention provides a method and system for use by software program developers. More specifically, the invention involves a system and method that allows software developers to more effectively diagnose bugs existing in software programs that may result in a crash of the program. Using this method, a software developer will author program code that includes LogEvent calls, which indicate events taking place that are to be logged. The developer will include in the LogEvent call a text string that is meaningful to the software developer and that indicates what the program is doing at a certain event. A generation tool inserts event tags that correspond to the text string and creates an index file mapping the text strings to the appropriate event tags. The text strings are then removed from the program code prior to retail sale, leaving the event tags in place. As the program runs, a log file is created of the events as indicated by the event tags. If the program should crash, the log file is closed and is sent to the software company. In one embodiment, the developer may include a flag that is used to remove any sensitive or personal information prior to the log file being sent to the software company. Once at the software company, the log file is processed to generate a text file by mapping the event tags with the previously removed text strings. Using this text file, the software developer can determine the events leading up to the crash of the program and can more easily develop a solution to the crash.